

Directorate of Information Management Newsletter

April 2007

1. Installation E-mail migration from Exchange 5.5 (old system) to Exchange 2003 (new system) is scheduled to begin 16 Apr 07 and expected to be complete NLT 25 May 07. Exchange 2003 is an Army Enterprise initiative managed by NETCOM at Fort Huachuca. NETCOM has developed the architecture, standards, and migration timelines that Fort Monroe is required to follow.

2. Prior to Migration:

a. E-mail cleanup prior to migration was necessary. The old legacy E-mail accounts have been deleted. Based on NETCOM standards, the user account must match the AKO username. No other e-mail addresses are allowed. Please check to be sure your AKO auto-forwarding is NOT using a legacy e-mail address. This was identified to the IMOs in mid-March as part of the cleanup effort required prior to Exchange 2003 migration and mentioned in the 30 Mar Casemate article "DOIM continues e-mail upgrade". In the example below, the two legacy e-mail addresses were deleted last week: publicj@monroe.army.mil and john.q.public@monroe.army.mil. Anyone sending e-mail to these legacy e-mail accounts will now receive undeliverable notices.

Example:

- (1) publicj@monroe.army.mil (legacy)
- (2) john.public@monroe.army.mil (john.public = ako username)
- (3) john.q.public@monroe.army.mil (legacy)

b. The Outlook Cache Memory (a memory area where frequently accessed data can be stored for rapid access) which stores your email addresses for quick access has been cleaned and wiped out as of last Friday. The cached address area was created for the user, whenever he/she sends to an email address for the first time. It stores the address in an address/cache memory area reserved for e-

mail information so the user can pull it up quickly upon next use. The Outlook Cache Memory contains the e-mail names that typically show up in a "drop down" box when you start to key in an e-mail address or name. The cache had to be purged to ensure old legacy email accounts (like 'publicj') are not used, forcing all e-mail addresses to be "looked up" in the Global Address List (GAL), and avoiding undeliverable e-mails. When an individual mailbox is migrated Exchange 2003, the Outlook cached memory will be purged again for that mailbox. This will reduce/eliminate receiving undeliverable e-mails to local addresses.

c. Immediately prior to migration, users should reduce the e-mails stored on the Exchange 5.5 e-mail server. Less e-mail means less time required to move the mailbox from the old system to the new and reduces the likelihood for mailbox corruption. E-mail storage includes items in your Inbox, Drafts, Deleted Items, Sent Items, and Calendar entries. 100 MB maximum e-mail storage is permitted, but LESS IS BETTER.

3. During migration (16 Apr through 25 May):

a. All installation e-mail users will endure some confusion and it will be inconvenient. Unfortunately, this is unavoidable. Users will be migrated in blocks of 100 (max) during the overnight hours on weekdays. This results in installation e-mail users residing on two separate e-mail systems with two separate GALs, public folder structures, calendars, etc. Organizations should develop internal, alternative business practices now to accommodate this transitional environment. See examples below:

Examples:

- (1) An Exchange 5.5 user cannot view Exchange 2003 calendars.
- (2) An Exchange 2003 user can only see GAL entries for Exchange 2003.
- (3) Only users who have migrated to Exchange 2003 will have entries in the Exchange 2003 GAL.
- (4) Public Folders on Exchange 5.5 cannot be viewed by Exchange 2003 users.

4. Upon migration to the new e-mail system, individual e-mail addresses will change. John.public@monroe.army.mil will become john.public@conus.army.mil. Once all accounts are migrated to Exchange 2003, the monroe.army.mil e-mail

system will be eliminated entirely. To ease this transition, it was recommended during the 27 Feb IMO meeting that users begin advertising their AKO e-mail address (john.public@us.army.mil) exclusively for correspondence. Update your signature block and start advertising your AKO e-mail address now!

5. Please see your organizational IMO for assistance, specific timeframe that your organization will actually migrate, and additional information regarding this effort.